



National Finance Center Customer Notification

Date of Notification: May 3, 2011

Subject: NFC STAR, Reporting Center, and EPP Issues

Database/Customer(s) Affected: All

Dear Customer:

The National Finance Center (NFC) is currently experiencing issues with STAR, the Reporting Center, and EPP.

The specific issues and scope have not yet been determined. Additional information will be provided as soon as it is available. Currently, no action is required on the part of the customers.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at Customer.Support@nfc.usda.gov.

JKC/M5-11-082

"Tip of the Week"

The only time that you can increase your Federal Group Life Insurance (FGLI) Coverage is during a FGLI open season; however you can decrease your FGLI insurance coverage at any time.